

Child Care Subsidy Vendor Contacts

Vendor Type	Vendor Enrollment	Subsidy Issues— Authorizations	Subsidy Issues— Payment	POS Device Issues	CommonHelp/ DSS Help Desk
Level 1 MRR	Begins with referral from Local DSS to Child Care Aware of Virginia	Local DSS—Child Care Worker	CommonHelp/ DSS Help Desk: 855-635-4370	Xerox Vendor Help Desk: 877-918-2776	855-635-4370 commonhelp@dss.virginia.gov
Level 2 MRR	Begins with referral from Local DSS to State/ Subsidy Program	Local DSS—Child Care Worker	CommonHelp/ DSS Help Desk: 855-635-4370	Xerox Vendor Help Desk: 877-918-2776	855-635-4370 commonhelp@dss.virginia.gov

Level 1 MRR—Unlicensed
Unregulated Vendors, including Family Day Homes and In-Home Vendors
Voluntarily Registered Family Day Homes
Religiously Exempt Child Day Centers
Local Government-Approved Recreation Programs
Certified Preschools

Level 2 MRR—Licensed
Licensed Family Day Homes
Licensed Child Day Centers (including Short-Term Child Day Centers)
Local Ordinance Approved Vendors
Licensed Family Day System-Approved Family Day Homes
Department of Education-Approved Child Care Programs
Child Care Centers run by the United States Department of Defense

Statewide Licensing Information

Central Licensing Office 804-662-9773
Valley Licensing Office 540-332-2330
Northern Licensing Office 540-347-6345

Fairfax Licensing Office 703-934-1505
Peninsula Licensing Office 757-247-8020
Western Licensing Office 276-676-5655

Eastern Licensing Office 757-491-3977
Piedmont Licensing Office 540-204-9624

Child Care Aware of Virginia (CCAVA)

Child Care Aware of Central VA 1-800-650-2085
Child Care Aware of Western VA 1-800-681-0079
Child Care Aware of Piedmont VA 1-800-681-0096

Child Care Aware of Eastern VA 1-800-650-2126
Child Care Aware of Northern VA 1-800-650-2117

Child Care Subsidy Vendor Contacts

Vendor Web Portal

www.vaecc.org

VAECC Customer Service

877-918-2322 (For parents with problems with system usage or pinning card)

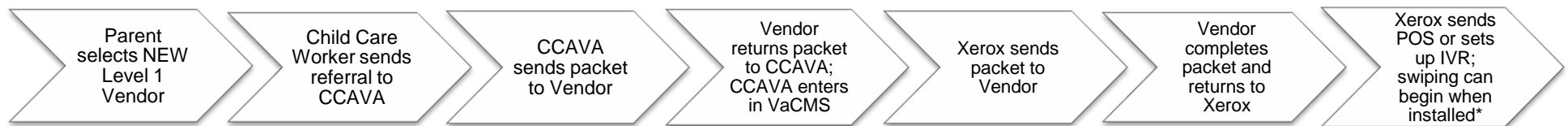
Xerox Vendor Help Desk

877-918-2776 (For vendors with problems with system access or POS devices)

CommonHelp/DSS Help Desk

855-635-4370 or commonhelp@dss.virginia.gov
(For vendors with questions about attendance or payments)

Vendor Enrollment and Management—Unlicensed (Level 1) Vendors Managed by Child Care Aware of Virginia's Regional Child Care Resource Centers



Vendor Enrollment and Management—Licensed (Level 2) Vendors Managed by VDSS Subsidy Program



- * When enrolling in the subsidy program, **vendors should wait to receive packet** (with prefilled forms and Vendor ID) from Xerox
- * Xerox new address (3/4/13): Xerox State & Local Solutions, Sort Code SGS, 100 N. Mustang Rd., Yukon, OK 73099
- * Xerox activates IVR system access along with POS device; vendors can begin using IVR when notified
- * All vendors/parents have access to IVR from the vendor's phone